



LOS ANGELES COUNTY COMMISSION ON HIV

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STANDARDS OF CARE COMMITTEE MEETING MINUTES August 5, 2010

Approved
9/2/2010

MEMBERS PRESENT	MEMBERS ABSENT	PUBLIC	HIV EPI AND OAPP STAFF	COMM STAFF/ CONSULTANTS
Angélica Palmeros, <i>Co-Chair</i>	Fariba Younai, <i>Co-Chair</i>	Aaron Fox	None	Jane Nachazel
Louis Guitron	Robert Butler	Joanna Gamboa		Glenda Pinney
Terry Goddard	Mark Davis	Miki Jackson		Keith Suehiro
Brad Land	David Giugni	Jason Wise		Craig Vincent-Jones
Jenny O'Malley	Jennifer Sayles			
Carlos Vega-Matos				

CONTENTS OF COMMITTEE PACKET

- 1) **Agenda:** Standards of Care Committee Agenda, 8/5/2010
- 2) **Minutes:** Standards of Care Committee Meeting Minutes, 7/1/2010
- 3) **Minutes:** Standards of Care Committee Meeting Minutes, 2/4/2010
- 4) **Survey:** Evaluation of Service Effectiveness (ESE), Provider Survey for Medical Outpatient/Specialty, Pharmaceutical/Medication Access (ADAP/ADAP Enrollment and Local Drug Program), and Mental Health, Psychiatry Services, 8/3/2010
- 5) **Table:** Standards of Care (SOC) Committee FY 2010 Work Plan, 8/5/2010
- 6) **Policy/Procedure:** Standards of Care Development and Oversight, *approved 7/8/2010; updated 8/5/2010*
- 7) **Memorandum:** Fiscal Year 2011 Priority- and Allocation-Setting Directives, 8/12/2010

1. **CALL TO ORDER:** Ms. Palmeros called the meeting to order at 10:20 am.
2. **APPROVAL OF AGENDA:**
MOTION #1: Approve the Agenda Order (*Passed by Consensus*).
3. **APPROVAL OF MEETING MINUTES:**
MOTION #2: Approve the 2/4/2010 Standards of Care Committee meeting minutes as presented and the 7/1/2010 minutes with the following revision to Page 4, Item 13A, Bullet 4: "ensuring care..." to "ensuring the application of standards of care for people outside the Ryan White system." (*Passed by Consensus*).
4. **PUBLIC COMMENT, NON-AGENDIZED:** There were no comments.
5. **COMMISSION COMMENT, NON-AGENDIZED:** Mr. Land would like to attend All Grantees, but needs sponsorship of \$1,100 to \$1,200. Contact Dawn McClendon, Commission, to contribute.
6. **PUBLIC/COMMISSION COMMENT FOLLOW-UP:** There were no comments.
7. **CO-CHAIRS' REPORT:** There was no report.
8. **STANDARDS OF CARE:**
 - A. **Residential, Transitional and Permanent:** Phil Meyer is continuing work to integrate the previously separate categories.
 - B. **Case Management, Housing:** Mr. Vega-Matos is continuing work on this category.

- C. **Early Intervention Services:** OAPP staff is reviewing this category due to state changes and streamlining, e.g., some services are now included in MO and MCC. Kathleen Clannon and Phil Meyer, Commission Consultants, are reviewing the standard to incorporate a cohesive medical home approach distinguished from services already incorporated in MO and MCC.

9. EVALUATION OF SERVICE EFFECTIVENESS (ESE):

A. Medical Outpatient (MO) Provider Survey:

- Ms. Palmeros, Dr. Younai and Mr. Vincent-Jones attended the HIV Medical Outpatient Provider (HMOP) Caucus meeting in July in response to provider concerns expressed at the July Commission meeting about the Medical Outpatient Provider Survey. Key areas of concern are estimated data reliability and differences across providers, the burden of gathering data, clarity of some questions, as well as need for a firewall between survey data and the new MO RFP. HMOP can submit comments to Ms. Palmeros until 9/1/2010.
- Mr. Vincent-Jones has made some revisions based on the Commission comments. These include detail on various data estimation methods, supplemental information to clarify some questions and the option to answer questions with a percentage or number. He plans to add a section on the relevance and importance of best practices information.
- He noted a suggestion at the July Commission to have a "Not Applicable/Available (NA)" option. The Committee did not concur with the recommendation, expressing concerns that too many of the responses for categories of questions where data has not been typically collected would be returned NA. A comment box has been added instead.
- He added it was important to ensure research is not compromised by conflict of interest should providers have undue influence over the instrument. Mr. Land said the Consumer Caucus members strongly support the Commission process to review services and were deeply concerned at provider comments during the Commission meeting.
- Cost data will address the financial ESE sections and Casewatch data will address the internal sections.
- ➡ Revisions going forward will be made in track changes for ease of identification and editing.
- ➡ Consumer Caucus Co-Chairs will send a letter of survey support.
- ➡ Ms. Palmeros, HMOP co-chair, will e-mail a reminder to HMOP members to send comments by 9/1/2010. She will collect HMOP responses and e-mail them to the Committee prior to the 9/2/2010 meeting.
- ➡ There have been no Oral Health provider comments, but the survey will be revised for consistency once MO is complete.
- ➡ Mr. Vega-Matos will discuss the Casewatch data with Dr. Jennifer Sayles, Medical Director, and Mary Orticke, OAPP.
- ➡ Mr. Vincent-Jones will contact Dr. Amy Wohl, HIV Epidemiology Program, to assess validity and viability of other estimation methods such as the Richter scale which uses a 1-100 scale with set intervals. If feasible, he will send a letter to HMOP.

10. COMMITTEE FY 2010 WORK PLAN:

- Mr. Vincent-Jones said each plan has a section on routine operations followed by one on specific committee work. Plans provide an overview of work, outcome(s) date(s), indicator(s) measure(s) and population impact indicator(s) collected.
- SOC's is the last plan for standing committees. The full Commission Work Plan will be presented at the August Commission meeting. It is consistent with the Policies and Procedures Manual, Committee Handbooks and the Continuum of Care.
- Mr. Vincent-Jones noted SOC is about to complete a cycle focused on creation or substantial revision of standards of care and move toward one of routine review and revision of existing work. With this change, the Commission has completed the full cycle of service development from Continuum of Care to standards of care development to service effectiveness evaluation to the Comprehensive Care Plan.
- Several felt the community does not appreciate how this work acts together to improve the system. The work is often complex and integration of the various aspects may not be readily observable.
- Mr. Vega-Matos urged a strong focus on the impact of Health Care Reform. Some parts begin next year. The entire system of care will eventually be affected and the Ryan White client population will likely change. Many implementation questions have not yet been answered, so prompt response will be needed as the process develops. Ms. Jackson added some previous priorities may be moot, e.g., MO rates and the RFP may be subsumed into the broader system under Health Care Reform.
- Mr. Vincent-Jones noted work plans can be changed at any time. The Joint Public Policy (JPP) Committee starts 8/18/2010 to develop a strategy by October. The initial brief on the subject will be released next week.
- ➡ Goals for SOC's nine areas of responsibility identified as task(s) activity(ies) in addition to Commission initiatives as noted:
 - A. Continuum of Care: Due for revision with Prevention Planning Committee (PPC) coordination sought.
 - 1. Outcomes and Indicators, with long-term goal to establish a pool from which all can draw, October.
 - 2. Best/Promising Practices, January.

Standards of Care Committee Meeting Minutes

August 5, 2010

Page 3 of 3

- B. Standards of Care: Work continues on outstanding standards as noted above and the P&P Committee has offered recommendations for review of the standards. Mr. Vincent-Jones will coordinate with Mr. Vega-Matos to develop a calendar to synchronize SOC work with RFP development, February.
 - C. Special Population Guidelines: Of 15 identified: approved, 3; to edit, 5; to write, 7. To be developed as time permits.
 - D. Evaluation of Service Effectiveness: Distribute MO and OH surveys, September; surveys returned, October; completed, December; start planning for next surveys, January. It was noted the adopted framework and methodology allow for broad adjustment, e.g. choice of indicators and weight assignment.
 - E. Quality Management Review: Coordinate with Mary Orticke, OAPP, for first report, January.
 - F. Grievance Process: First aggregate grievance data report, January.
 - G. Rate Studies: No work required for FY 2010.
 - H. Linking Newly Diagnosed Into Care: This is a topic for the Annual Meeting and has been assigned to SOC as the lead Committee.
 - I. Research and Evaluation: Develop half dozen articles and five research proposals as time permits.
 - J. Commission Initiatives: The three initiatives – unmet need, linking newly diagnosed into care and Health Care Reform integration – are already incorporated in work.
- ➡ To improve community comprehension, frame each presentation with overview in non-technical language.

11. CONTINUUM OF CARE:

- P&P identifies directives as part of its Priority- and Allocation-Setting process. These are in the form of “guidance,” “recommendations,” and “expectations,” depending on their content and intended application/implementation. P&P cannot identify expectations for SOC because they are equivalent bodies.
- ➡ SOC added the four pertinent FY 2011 directives to their FY 2010 Work Plan and will initiate work as noted:
1. Mental Health, Psychotherapy: Explore impact of seasonal internships on service delivery and report back to the Commission, September.
 2. Substance Abuse, Treatment and Residential: Review and revise standards to align with HRSA definitions as appropriate, October.
 3. Continuum of Care: Assess service categories to determine if any should be eliminated or consolidated for a more cost effective system, January.
 4. Standards of Care: Review the costs of services mandated by the standards, feasibility of providing those services with only Ryan White funds, especially in light of budget cuts, and the effective use of other resources to supplement Ryan White-funded services, November.
- ➡ Agreed to maintain ongoing subjects on agenda for tracking purposes, but postpone when time needed for major discussions.

12. POLICY #9.6202: SOC DEVELOPMENT/OVERSIGHT:

A. Dissemination:

- Mr. Vincent-Jones noted this was approved at the 7/8/2010 Commission meeting, but dissemination was inadvertently not addressed. He has added the relevant sections based on the dissemination plan approved by SOC a few years ago, as well as definitions for Maintenance of Effort (MOE) and stakeholder and made a couple of grammatical revisions.
- ➡ Forward to Commission for public comment as revised with “Care” added to Standards of” at end of Purpose statement.

13. GRIEVANCE POLICY AND PROCEDURES: There was no report.

14. MEDICAL CARE COORDINATION (MCC): The next MCC Transitional Advisory Group (TAG) meeting will be 8/9/2010.

15. ACTIVITY UPDATES: There were no additional updates.

16. AETC REPORT: This item was postponed.

17. NEXT STEPS: There was no additional discussion.

18. ANNOUNCEMENTS: There were no announcements.

19. ADJOURNMENT: The meeting was adjourned at 11:55 am.